

# My video won't play...Video Troubleshooting

Sometimes, videos in PowerPoint (PPT) present a few challenges. Below are a few suggestions to get them working properly.

## Tips and Tricks

- Update Windows Media Player or QuickTime.
- Mac or PC? This presentation was created on a PC computer. If you are using a Mac, update the video links to the QuickTime files.
- Video files are not actually saved in PPT presentations. Instead, PPT links to the video file. When moving the PPT file to another computer, be sure to move all the video files and update links. See below on how to do this.

## How to add a video/updating video links

- If the videos play well in Windows Media Player, but not PPT, you may have to update the links:
  - Method 1:
    - Save your video files and the PPT presentation in the same file on your computer.
    - Select the slide you wish to insert the video.
    - Select Insert > Movie > and select the video file.
    - Select Action > to set your video so that it plays when the slide first opens or when clicked.
  - Method 2:
    - Select the slide you wish to include video.
    - Click the Insert tab > select Hyperlink button >.
    - Choose the video file you want to insert into your presentation > then click ok.
    - After this, you can double click the hyperlink to watch your video.

## How to transfer my presentation to another computer?

Step 1: Select the new destination (i.e. desktop, C drive, CD)

Step 2: Copy the entire folder and do not change folder or file names